



JOB TITLE: Group Sales Executive
DEPARTMENT: Ticket Sales & Service
ROLE TYPE: Individual Contributor

OUR CLUB:

When you join Seattle Sounders FC, you join a soccer-loving, socially progressive, ambitious club rooted in the best soccer city in America. Here we average approximately 40,000 fans per match, maxing out with over 69,000 fans when we won the 2019 MLS Cup on home soil. We exist to create special moments like these, where we enrich lives and unify our fans and city through soccer.

THE OPPORTUNITY:

The Group Sales Executive is integral in helping to create those special moments. The person in this role is a competitive, positive, self-driven individual who is motivated to exceed all assigned ticket sales goals. This position is responsible for generating revenue by identifying new business prospects and selling customized group experiences, as well as cross-selling a full menu of ticket products. The Group Sales Executive will handle the service, support, maintenance, and renewal of all assigned and prospecting accounts, while also collaborating with the rest of the team to plan and execute various group events and programming.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Achieve or exceed established sales objectives by executing daily sales calls, prospecting, and setting meetings with current and potential group ticket buyers.
- Lead sales presentations and stadium tours for potential clients.
- Develop and maintain relationships with current group ticket customers.
- Develop new group experience ideas and programs to drive revenue, including planning and executing events and / or promotional nights for targeted groups on matchdays.
- Represent, promote, and sell the club at various events, including all Sounders FC matches as well as miscellaneous community activations.
- Responsible for servicing, up-selling, and cross-selling full menu ticket products.
- Handle feedback from in-bound calls and provide exceptional customer service to resolve customer issues.
- Maintain accurate records of all client interaction through the club's customer database system.
- Other duties may be assigned.

EXPERIENCE:

- 1+ years of successful sports sales experience, inclusive of prospective new business. Group sales experience is strongly preferred.
- Experience in event planning a plus.
- Experience using Archtics and Salesforce CRM preferred.



QUALIFICATIONS:

- A passion for soccer and a basic understanding of the game, MLS and Sounders FC is desirable.
- Motivated, driven, hungry to sell.
- Proactive, with ability to prospect new customers and create self-generated leads.
- A positive, upbeat attitude.
- Excellent, professional oral and written communication skills, including the ability to build relationships and effectively communicate with varying individuals and personality types.
- Resilient, with the ability to professionally address criticism and feedback in the moment.
- Excellent time-management skills and attention to detail.
- Ability to work autonomously, yet simultaneously be a team player who thrives in a collaborative environment.
- An innovative and creative thinker who is not constrained by conventional thinking or established approaches.
- Understanding of basic accounting principles.
- Bilingual (especially Spanish / English) or multi-lingual skills a plus

WORK ENVIRONMENT:

- This position will primarily work from home for 2022 but will be expected to attend Sounders FC matches at Lumen Field, events and meetings in market as needed.
- Must be able to work non-traditional hours, including evenings, weekends, and holidays.
- Employee must reside within Washington state upon date of hire.
- Employee must be able to facilitate own local travel.
- Must be fully vaccinated at the time of hire and follow all club and league COVID-19 protocols.
- Responsibilities may require standing on feet for long periods of time, as well as some heavy lifting (25+ pounds).

EQUAL EMPLOYMENT OPPORTUNITY:

We celebrate our inclusive work environment and welcome members of all backgrounds and perspectives. Women, gender-nonbinary, people of color, LGBTQIA+ people and people with disabilities are encouraged to apply. Please contact the Sounders HR department with any questions.

The physical demands reflective of the duties and work environment herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Sounders FC is committed to providing Reasonable Accommodations and will work with you to meet your needs.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.